

I just got hired! And I'm making a permanent retirement decision that will affect the rest of my life.

I need help that's easy to understand, in the moment and tailored to my needs,

...so I can be confident I've chosen the best retirement plan to meet my personal needs.



After getting injured and months off the job, I'm just focused on my health and getting back to work. Retirement is the last thing on my mind.

I need DRS and my employer to prompt my decision making,

...so I understand the financial advantage of buying back my service credit now.



I've worked hard. I'm ready to retire.

I need comprehensive information about all my options and someone to guide me through the process,

...so I can complete my retirement application with confidence, and I don't have any surprises when my first check arrives.



MODERNIZATION STRATEGY

Modernization

Align business processes with technology to better serve customers and partners.

- Supports a creative, problem-solving, listening culture;
- Creates system flexibility to evolve services based on customer, partner and team feedback;
- Reduces system risks.

Innovation

Anticipate the ever-changing needs of customers and partners by listening and quickly acting to create solutions.

- New tools and methods (BPMS, Agile, LEAN) deliver streamlined results;
- Keeps processes relevant and standard through continuous process improvement;
- Promotes utilization of reliable, adaptable tools with new functionality.

Transparency

Promote accountability and provide understandable and accessible pension information for customers, partners and team members.

- Opens access to public information;
- Creates a visible shared baseline for trend analysis;
- Builds customer and partner confidence and answers their questions in real time.

Data Informed

Provide meaning to the data for our customers, partners and team members to make informed decisions in a complex evolving environment.

- Promotes retirement planning vs reactive response;
- Encourages flexibility and change;
- Provides an informed direction.

Legacy

- ◆ Employer Information System (EIS) 22 years old
- ◆ Web Based Employer Transmittals (WBET) 13 years old
- ◆ Member Reporting Verification (MRV) 13 years old
- ◆ ePAY 12 years old

- ◆ Member Information System 21 years old
- ◆ Benefits System 18 years old
- ◆ Financial System 16 years old
- ◆ Disbursement System 18 years old
- ◆ Data Migration

2018

Enterprise Business Architect Program
Will evaluate and sequence legacy system migration and new capacity building from 2018 forward

2025

- ◆ Data Warehouse
- ◆ Customer Relationship Management
- ◆ Modern Phone System

Modernization increases our capacity to meet expanding customer expectations

Modernization

2015

BPMS Business Process Management Suite
Will migrate us from reliance on legacy systems to a modern data platform

ERA

Employer Reporting Application Project